

Appendix C

Current Status of Existing RICs

Sg. Air Tawar

As of 9 June, 2002

1. General Information	
Site Name	Sg. Air Tawar
State	Selangor
District / Population	Sabak Bernam / 113,245
District Area	997 km ²
Major Industry and Local Product	Agriculture (Plantation), Chips Factory, Coconut Base, etc.
Major Transportation	Taxi, Bus
Active Organization	JKKK(neighborhood association), Youth Association, PTA, KEMAS(Women's Society), etc.
2. RIC	
Year of Foundation	1 Mar. 2000
Location of RIC	Mukim Post Office
Service Hours	8:00 – 17:00 (weekdays) 8:00 – 12:00 (Saturday) Holiday (Sunday)
Space for RIC	12m ² (approx.)
3. Equipment	
Original Number of PCs	2 PCs
Current Status of PCs (as of 9 June 9, 2002)	PC 1: Usable PC 2: Usable
Record of Maintenance	A lot of maintenance was carried out by the KL Pos.
Operating System	Windows 98
Number of telephone lines for PCs	2 Lines
4. Web Pages	
Current Condition of Web Site	Yes
Activities for Collecting Information	Yes
5. Operation and Maintenance (O&M)	
Person in charge/take care	Postmaster
Record of PC Troubles	N/A
Response to PC Troubles	N/A
Maintenance of Printer Ink and Paper	No supplement
6. RIC Committee	
Year of foundation	Mar. 2000
Chairman (occupation)	State Assembly Man
Number of members	15
Breakdown of members	N/A
Number of meeting times	2 times
Future Activity	N/A
Activity Level	High
Sense of Participation	High
Request to MECM	N/A
Fund raising	No fund
7. Promotion	
Publicity	No
Means of Publicity	No
8. Training	
Training by INTAN	Once
Training by Committee	No
9. Users	
Average Number of Users	10
Type of Users	School children
Purpose of Use	Game
10. Other Information	
Related IT projects	Smart School Project
Number of Cyber Cafès	2
Other Information	This RIC is one of the model project sites.

Kanowit

As of 24 September, 2002

1. General Information	
Site Name	Kanowit
State	Sarawak
District / Population	Kanowit / 27,143
District Area	2,254 km ²
Major Industry and Local Product	Agriculture (Plantation)
Major Transportation	Bus, Taxi, Boat
Active Organization	JKKK(neighborhood association), Youth Association, PTA, KEMAS(Women's Society), etc.
2. RIC	
Year of Foundation	15 Mar. 2000
Location of RIC	Mukim Post Office
Service Hours	8:00 – 17:00 (weekdays) 8:00 – 12:00 (Saturday) Holiday (Sunday)
Space for RIC	8m ² (approx.)
3. Equipment	
Original Number of PCs	2 PCs
Current Status of PCs (as of 9 June 9, 2002)	PC 1: Usable (cannot connect to internet) PC 2: Unusable
Record of Maintenance	Both PCs are maintained by Sibu district post office.
Operating System	Windows 98
Number of telephone lines for PCs	2 Lines
4. Web Pages	
Current Condition of Web Site	Existing
Activities for Collecting Information	None
5. Operation and Maintenance (O&M)	
Person in charge/take care	None
Record of PC Troubles	PC2: Broke down in Aug. 2000 and was sent to POS HQ in KL
Response to PC Troubles	POS ->State POS->POS HQ in KL
Maintenance of Printer Ink and Paper	No supplement
6. RIC Committee	
Year of foundation	Aug. 2001
Chairman (occupation)	District Officer (but moved to Kunching)
Number of members	13
Breakdown of members	Police, Health, Agriculture, Village leaders, Post, Telekom, woman, youth and student
Number of meeting times	1 times
Future Activity	Nothing Particular
Activity Level	Low
Sense of Participation	Low
Request to MECM	Nothing Particular
Fund raising	No
7. Promotion	
Publicity	N/A
Means of Publicity	N/A
8. Training	
Training by INTAN	None
Training by Committee	None
9. Users	
Average Number of Users	10
Type of Users	only students
Purpose of Use	Game, e-chat, e-mail
10. Other Information	
Related IT projects	None
Number of Cyber Cafés	3

Kubang Pasu

As of 30 September, 2002

1. General Information	
Site Name	Kubang Pasu
State	Kedah
District / Population	Kubang Pasu / 185,856
District Area	948 km ²
Major Industry and Local Product	Government and Private Sector Worker
Major Transportation	Taxi, Bus
Active Organization	JKKK(neighborhood association), Political Parties, Youth Association, PTA, KEMAS(Women's Society), etc.
2. RIC	
Year of Foundation	13 Jun. 2000
Location of RIC	Mukim Post Office
Service Hours	8:00 – 17:00 (weekdays), 8:00 – 12:00 (Saturday), Holiday (Sunday)
Space for RIC	8m ² (approx.)
3. Equipment	
Original Number of PCs	2 PCs
Current Status of PCs (as of 9 June 9, 2002)	PC 1: Unusable PC 2: Unusable
Record of Maintenance	One PC was repaired by MECM in Aug. 2001. One PC was used for spare parts for other PCs in the northern region.
Operating System	Windows 98
Number of telephone lines for PCs	2 Lines
4. Web Pages	
Current Condition of Web Site	None
Activities for Collecting Information	None
5. Operation and Maintenance (O&M)	
Person in charge/take care	Postmaster
Record of PC Troubles	PC1: Broke down in Oct. 2001 PC2: Broke down in Aug. 2001 sent to KL
Response to PC Troubles	PC1: Report to MECM, but no reply. PC2: Local consultant dismantled PC, and parts with no troubles were replaced by the parts with troubles in other RICs.
Maintenance of Printer Ink and Paper	No supplement
6. RIC Committee	
Year of foundation	Aug. 2001
Chairman (occupation)	District Officer
Number of members	4
Breakdown of members	Postmaster, Village Leader, Youth, Politician
Number of meeting times	1 times
Future Activity	Not decided yet by the committee
Activity Level	Very Low
Sense of Participation	Very Low
Request to MECM	1. Budgeting for Committee Activity 2. Stationing monitoring staff
Fund raising	None
7. Promotion	
Publicity	None
Means of Publicity	None
8. Training	
Training by INTAN	Yes
Training by Committee	None
9. Users	
Average Number of Users	8
Type of Users	School children
Purpose of Use	Internet browsing, e-chat, game
10. Other Information	
Related IT projects	A lot of computer projects by other government, Private sector
Number of Cyber Cafés	More than 10
Others	The site is the hometown of Dr. Mahathir, PM of Malaysia.

Kepala Batas

As of 30 September, 2002

1. General Information	
Site Name	Kepala Batas
State	Pinang
District / Population	Seberang Perai Utara / 243,938
District Area	262 km ²
Major Industry and Local Product	Employee of government, private
Major Transportation	Bus, Taxi
Active Organization	JKKK(neighborhood association), Youth Association, PTA, KEMAS(Women's Society), etc.
2. RIC	
Year of Foundation	14 Jun. 2000
Location of RIC	District Post Office
Service Hours	8:00 – 17:00 (weekdays), 8:00 – 12:00 (Saturday), Holiday (Sunday)
Space for RIC	12m ² (approx.)
3. Equipment	
Original Number of PCs	2 PCs
Current Status of PCs (as of 9 June 9, 2002)	PC 1: Unusable PC 2: Unusable
Record of Maintenance	Computers are maintained by Pinang State post office.
Operating System	Windows 98
Number of telephone lines for PCs	2 Lines
4. Web Pages	
Current Condition of Web Site	Existing
Activities for Collecting Information	None
5. Operation and Maintenance (O&M)	
Person in charge/take care	Postmaster
Record of PC Troubles	PC 1: Broke down in July, 2002 PC 2: Broke down in May, 2001; January, 2002; and July, 2002.
Response to PC Troubles	PC 1: Sent to regional POS in Butter Worth. PC 2: In May 2001, MECM staff repaired. In January 2002, OS was re-installed. In July 2002, PC was sent to POS HQ in KL via regional POS in Butter Worth.
Maintenance of Printer Ink and Paper	No supplement
6. RIC Committee	
Year of foundation	Aug. 2001
Chairman (occupation)	Postmaster
Number of members	12
Breakdown of members	post 2, agriculture 1, health 1, religion 2, woman 1, youth 1, student 1, .education 1, JKKK 2
Number of meeting times	1 time
Future Activity	1) Training ,2) Collecting information ,3) Promotion
Activity Level	Low
Sense of Participation	Low
Request to MECM	1) to install additional new PCs, 2) to employ an instructor and a monitoring staff, 3) to move RIC to another location
Fund raising	None
7. Promotion	
Publicity	None
Means of Publicity	None
8. Training	
Training by INTAN	None
Training by Committee	None
9. Users	
Average Number of Users / day	3 to 4
Type of Users	Students
Purpose of Use	Internet browsing for homework, typing
10. Other Information	
Related IT projects	Too many
Number of Cyber Cafés	Too many
Others	RIC located in a large post office with 13 windows The town is the home town of Deputy PM.

Batu Kikir

As of 25 September, 2002

1. General Information	
Site Name	Batu Kikir
State	Negeri Sembilan
District / Population	Jempol / 125,010
District Area	1,386 km ²
Major Industry and Local Product	Government Servant, Private Sector, Agriculture, Palm Oil
Major Transportation	Taxi, Bus
Active Organization	Woman, Youth, JKKK
2. RIC	
Year of Foundation	17 Aug. 2000
Location of RIC	District Post Office
Service Hours	8:00 – 17:00 (weekdays), 8:00 – 12:00 (Saturday), Holiday (Sunday)
Space for RIC	8m ² (approx.)
3. Equipment	
Original Number of PCs	2 PCs
Current Status of PCs (as of 9 June 9, 2002)	PC 1: Unusable PC 2: Unusable
Record of Maintenance	No maintained
Operating System	Windows 98
Number of telephone lines for PCs	2 Lines
4. Web Pages	
Current Condition of Web Site	Existing
Activities for Collecting Information	None
5. Operation and Maintenance (O&M)	
Person in charge/take care	Postmaster
Record of PC Troubles	N/A
Response to PC Troubles	Broken PC was sent to local consultant.
Maintenance of Printer Ink and Paper	No supplement
6. RIC Committee	
Year of foundation	17 Aug. 2000
Chairman (occupation)	State assemblymen
Number of members	14
Breakdown of members	Government staff, youth, women, students.
Number of meeting times	1 time
Future Activity	N/A
Activity Level	Low
Sense of Participation	Low
Request to MECM	to employ a monitoring staff
Fund raising	None
7. Promotion	
Publicity	None
Means of Publicity	None
8. Training	
Training by INTAN	Once (INTAN taught basic skill.)
Training by Committee	None
9. Users	
Average Number of Users	4
Type of Users	Students, Adults (teachers)
Purpose of Use	Internet browsing, e-chat
10. Other Information	
Related IT projects	3
Number of Cyber Cafés	3
Others	Password was stolen and misused.

Sungai Rambai

As of 25 September, 2002

1. General Information	
Site Name	Sungai Rambai
State	Melaka
District / Population	Jasin / 101,659
District Area	679 km ²
Major Industry and Local Product	Agriculture – Palm Oil
Major Transportation	Taxi, Bus
Active Organization	JKKK, Farmers, Woman, Youth
2. RIC	
Year of Foundation	18 Aug. 2000
Location of RIC	Mukim
Service Hours	8:00 – 17:00 (weekdays), 8:00 – 12:00 (Saturday), Holiday (Sunday)
Space for RIC	8m ² (approx.)
3. Equipment	
Original Number of PCs	2 PCs
Current Status of PCs (as of 9 June 9, 2002)	PC 1: Usable PC 2: Usable
Record of Maintenance	Both Computers never have any problem. Windows was reinstall in Aug 2001 by MECM
Operating System	Windows 98
Number of telephone lines for PCs	2 Lines
4. Web Pages	
Current Condition of Web Site	None
Activities for Collecting Information	None
5. Operation and Maintenance (O&M)	
Person in charge/take care	Postmaster
Record of PC Troubles	PC1: Broke down and repaired in September 2000. Broke down again in January 2001. PC2: Broke down in January 2001.
Response to PC Troubles	N/A
Maintenance of Printer Ink and Paper	No supplement
6. RIC Committee	
Year of foundation	18 Aug. 2000
Chairman (occupation)	State Assemblymen
Number of members	14
Breakdown of members	JKKK, Teachers, Agriculture, Health, Student, Youth, Women, Farmers.
Number of meeting times	1 times
Future Activity	Nothing Particular
Activity Level	Low
Sense of Participation	Low
Request to MECM	1) to employ a monitoring staff, 2) to construct annex or install the partition inside POS, 3) to prepare the brief manual, 4) to clarify the scope of works, and 5) to quickly respond the trouble
Fund raising	None
7. Promotion	
Publicity	None
Means of Publicity	None
8. Training	
Training by INTAN	None
Training by Committee	None
9. Users	
Average Number of Users	8
Type of Users	Student
Purpose of Use	Internet browsing, E-mail
10. Other Information	
Related IT projects	None
Number of Cyber Cafés	None

Luran Bilut

As of 9 June, 2002

1. General Information	
Site Name	Lurah Bilut
State	Pahang
District / Population	Bentong / 96,689
District Area	1,831km ²
Major Industry and Local Product	Agriculture – Palm Oil
Major Transportation	Bus, Taxi
Active Organization	JKKK(neighborhood association) ,KEMAS (Women's Society), Farmers Association.
2. RIC	
Year of Foundation	8 Sep. 2000
Location of RIC	Mukim Post Office
Service Hours	8:00 – 17:00 (weekdays), 8:00 – 12:00 (Saturday), Holiday (Sunday)
Space for RIC	20m ² (approx.)
3. Equipment	
Original Number of PCs	2 PCs
Current Status of PCs (as of 9 June 9, 2002)	PC 1: Usable PC 2: Unusable
Record of Maintenance	Computer is often maintained by the users.
Operating System	Windows 98
Number of telephone lines for PCs	2 Lines
4. Web Pages	
Current Condition of Web Site	None
Activities for Collecting Information	None
5. Operation and Maintenance (O&M)	
Person in charge/take care	Postmaster
Record of PC Troubles	N/A
Response to PC Troubles	N/A
Maintenance of Printer Ink and Paper	None
6. RIC Committee	
Year of foundation	8 Sep. 2000
Chairman (occupation)	Village Leader
Number of members	8
Breakdown of members	Farmer, teacher
Number of meeting times	3 times
Future Activity	N/A
Activity Level	Low
Sense of Participation	Low
Request to MECM	N/A
Fund raising	None
7. Promotion	
Publicity	No
Means of Publicity	No
8. Training	
Training by INTAN	None
Training by Committee	None
9. Users	
Average Number of Users / day	8
Type of Users	Student
Purpose of Use	Game, Internet browsing, e-mail, e-chat
10. Other Information	
Related IT projects	None
Number of Cyber Cafés	1

Mata Ayer

As of 1 October, 2002

1. General Information	
Site Name	Mata Ayer
State	Perlis
District / Population	Perlis / 198,288
District Area	795 km ²
Major Industry and Local Product	N/A
Major Transportation	Bus, Taxi
Active Organization	JKKK, KEMAS(Women's Society)
2. RIC	
Year of Foundation	25 Sep. 2000
Location of RIC	Mukim Post Office
Service Hours	8:00 – 17:00 (weekdays), 8:00 – 12:00 (Saturday), Holiday (Sunday)
Space for RIC	10m ² (approx.)
3. Equipment	
Original Number of PCs	2 PCs
Current Status of PCs (as of 9 June 9, 2002)	PC 1: Usable PC 2: Unusable
Record of Maintenance	One maintenance was done by MECM in August 2001
Operating System	Windows 98
Number of telephone lines for PCs	2 Lines
4. Web Pages	
Current Condition of Web Site	None
Activities for Collecting Information	None
5. Operation and Maintenance (O&M)	
Person in charge/take care	Postmaster
Record of PC Troubles	PC 1: Broke down in September, 2001 PC 2: Broke down in September, 2001
Response to PC Troubles	N/A
Maintenance of Printer Ink and Paper	20-30 papers were donated by the postmaster
6. RIC Committee	
Year of foundation	25 Sep. 2000
Chairman (occupation)	Village Leader
Number of members	14
Breakdown of members	Village leader, Agriculture officer, Health officer, women, Youth, Student, Entrepreneur, NGO.
Number of meeting times	2 times
Future Activity	None
Activity Level	Low
Sense of Participation	Low
Request to MECM	1. to move RIC to safer location 2. Budgeting 3. Installation of additional PCs 4. to station a monitoring staff
Fund raising	None
7. Promotion	
Publicity	None
Means of Publicity	None
8. Training	
Training by INTAN	Yes (INTAN taught basic skills)
Training by Committee	No
9. Users	
Average Number of Users / day	10
Type of Users	Students
Purpose of Use	Internet browsing, e-chat
10. Other Information	
Related IT projects	Kemas Computer Center
Number of Cyber Cafes	3

Pengkalan Hulu

As of 2 October, 2002

1. General Information	
Site Name	Pengkalan Hulu
State	Perak
District / Population	Hulu Perak / 82,551
District Area	6,563 km ²
Major Industry and Local Product	Agriculture (Plantation), Government, Tourism - Thailand
Major Transportation	Tax, Bus
Active Organization	JKKK(neighborhood association), Youth Association, Rela, PTA, KEMAS(Women's Society), etc.
2. RIC	
Year of Foundation	26 Sep. 2000
Location of RIC	Mukim Post Office
Service Hours	8:00 – 17:00 (weekdays), 8:00 – 12:00 (Saturday), Holiday (Sunday)
Space for RIC	14m ² (approx.)
3. Equipment	
Original Number of PCs	2 PCs
Current Status of PCs (as of 9 June 9, 2002)	PC 1: Usable PC 2: Unusable
Record of Maintenance	1 PC was repaired by MECM in Aug. 2001.
Operating System	Windows 98
Number of telephone lines for PCs	2 Lines
4. Web Pages	
Current Condition of Web Site	None
Activities for Collecting Information	None
5. Operation and Maintenance (O&M)	
Person in charge/take care	Postmaster
Record of PC Troubles	PC1: Broke down in September, 2001 PC2: Broke down in December, 2001
Response to PC Troubles	PC1 was sent to POS HQ in KL after the trouble. PC2 is still kept in the RIC.
Maintenance of Printer Ink and Paper	No supplement
6. RIC Committee	
Year of foundation	26 Sep. 2000
Chairman (occupation)	State Assemblymen
Number of members	15
Breakdown of members	Politician, Health, Agriculture, teachers, Student, Post, Women, Village leader, Head of JKKK,
Number of meeting times	1 time
Future Activity	None
Activity Level	Low
Sense of Participation	Low
Request to MECM	to repair PCs as quickly as possible
Fund raising	None
7. Promotion	
Publicity	None
Means of Publicity	None
8. Training	
Training by INTAN	Once (INTAN taught basic skills.)
Training by Committee	None
9. Users	
Average Number of Users / day	10
Type of Users	Students
Purpose of Use	Internet browsing (homework), e-chat, game
10. Other Information	
Related IT projects	None
Number of Cyber Cafès	4
Others	Password was stolen and abused

Sipitang

As of 9 June, 2002

1. General Information	
Site Name	Sipitang
State	Sabah
District / Population	Sipitang / 29,256
District Area	2,710 km ²
Major Industry and Local Product	Government Servant, Farming
Major Transportation	Bus, taxi
Active Organization	JKKK(neighborhood association), Youth Association, PTA, Woman, Rela, Political Organization..
2. RIC	
Year of Foundation	14 Oct. 2000
Location of RIC	District Post Office
Service Hours	8:00 – 17:00 (weekdays), 8:00 – 12:00 (Saturday), Holiday (Sunday)
Space for RIC	6m ² (approx.)
3. Equipment	
Original Number of PCs	2 PCs
Current Status of PCs (as of 9 June 9, 2002)	PC 1: Usable PC 2: Usable
Record of Maintenance	PCs were repaired by MECM in Aug 2001.
Operating System	Windows 98
Number of telephone lines for PCs	2 Lines
4. Web Pages	
Current Condition of Web Site	None
Activities for Collecting Information	None
5. Operation and Maintenance (O&M)	
Person in charge/take care	Postmaster
Record of PC Troubles	No troubles
Response to PC Troubles	No troubles
Maintenance of Printer Ink and Paper	Papers are brought by users
6. RIC Committee	
Year of foundation	14 Oct. 2000
Chairman (occupation)	Old – DO New Teacher
Number of members	4
Breakdown of members	Teacher, Post master
Number of meeting times	1 times
Future Activity	Expansion of the space
Activity Level	Low
Sense of Participation	Low
Request to MECM	to dispatch trainers
Fund raising	None
7. Promotion	
Publicity	None
Means of Publicity	None
8. Training	
Training by INTAN	None
Training by Committee	None
9. Users	
Average Number of Users / day	3
Type of Users	Students
Purpose of Use	Internet browsing for entertainment, e-mail
10. Other Information	
Related IT projects	No IT project here. Even the cyber café closed down
Number of Cyber Cafés	0 (Used to be 3, but closed)

Gua Musang

As of 1 October, 2002

1. General Information	
Site Name	Gua Musang
State	Kelantan
District / Population	Gua Musang / 74,988
District Area	8,177 km ²
Major Industry and Local Product	Agriculture, Government Staff, Handy Craft
Major Transportation	Taxi, Bus
Active Organization	JKKK(neighborhood association), Youth Association, PTA, KEMAS(Women's Society), etc.
2. RIC	
Year of Foundation	15 Nov. 2000
Location of RIC	District Post Office
Service Hours	8:00 – 17:00 (weekdays), 8:00 – 12:00 (Saturday), Holiday (Sunday)
Space for RIC	6m ² (approx.)
3. Equipment	
Original Number of PCs	2 PCs
Current Status of PCs (as of 9 June 9, 2002)	PC 1: Unusable PC 2: Unusable
Record of Maintenance	Never maintained
Operating System	Windows 98
Number of telephone lines for PCs	2 Lines
4. Web Pages	
Current Condition of Web Site	None
Activities for Collecting Information	None
5. Operation and Maintenance (O&M)	
Person in charge/take care	Postmaster
Record of PC Troubles	PC1: Broke down in February, 2001 PC2: Broke down in February, 2001.
Response to PC Troubles	N/A
Maintenance of Printer Ink and Paper	No Supplement
6. RIC Committee	
Year of foundation	15 Nov. 2000, Oct. 2001 (re-organized)
Chairman (occupation)	Attorney
Number of members	8
Breakdown of members	4 Teachers, Postmaster, Youth and Sports Dept., Information Dept.
Number of meeting times	2 time
Future Activity	N/A
Activity Level	Low
Sense of Participation	Low
Request to MECM	1. to transfer the another place. 2. to training the committee members.
Fund raising	None
7. Promotion	
Publicity	None
Means of Publicity	None
8. Training	
Training by INTAN	None
Training by Committee	None
9. Users	
Average Number of Users / day	4
Type of Users	Student
Purpose of Use	e-mail, e-chat
10. Other Information	
Related IT projects	None
Number of Cyber Cafés	3

Benut

As of 9 June, 2002

1. General Information	
Site Name	Benut
State	Johor
District / Population	Pontian / 142,697
District Area	919 km ²
Major Industry and Local Product	Government Servant, Farmers, Fisherman
Major Transportation	Tax, Bus
Active Organization	JKKK(neighborhood association), Youth Association, PTA, KEMAS(Women's Society), Farmers associations and Political Parties.
2. RIC	
Year of Foundation	21 Nov. 2000
Location of RIC	Mukim Post Office
Service Hours	8:00 – 17:00 (weekdays), 8:00 – 12:00 (Saturday), Holiday (Sunday)
Space for RIC	6m ² (approx.)
3. Equipment	
Original Number of PCs	2 PCs
Current Status of PCs (as of 9 June 9, 2002)	PC 1: Unusable PC 2: Unusable
Record of Maintenance	Modem was repaired by MECM in Aug. 2001
Operating System	Windows 98
Number of telephone lines for PCs	2 Lines
4. Web Pages	
Current Condition of Web Site	None
Activities for Collecting Information	Yes, the collected information was sent to MECM
5. Operation and Maintenance (O&M)	
Person in charge/take care	Postmaster
Record of PC Troubles	Both PCs broke down in March, 2002.
Response to PC Troubles	PCs were sent to MECM. For the latest trouble, MECM promised to dispatch a person repairing PCs. However, the person has not come yet.
Maintenance of Printer Ink and Paper	No supplement
6. RIC Committee	
Year of foundation	21 Nov. 2001
Chairman (occupation)	School Principal
Number of members	17
Breakdown of members	Teachers, Village leaders, Youth, Women
Number of meeting times	2 times
Future Activity	Not decided yet
Activity Level	Moderate
Sense of Participation	Moderate
Request to MECM	1. to employ a monitoring staff 2. to delegate the power 3. to move RIC to another location 4. to install additional PCs 5. to allocate the budget for O&M
Fund raising	None
7. Promotion	
Publicity	Yes
Means of Publicity	Preparation of posters
8. Training	
Training by INTAN	None
Training by Committee	None
9. Users	
Average Number of Users / day	10
Type of Users	Students
Purpose of Use	Internet browsing
10. Other Information	
Related IT projects	Info-desa
Number of Cyber Cafés	3

Merbok

As of 1 October, 2002

1. General Information	
Site Name	Merbok
State	Kedah
District / Population	Kuala Muda / 339,898
District Area	922 km ²
Major Industry and Local Product	Agriculture, Government staff.
Major Transportation	Bus, Taxi
Active Organization	JKKK(neighborhood association), Youth Association, PTA, KEMAS(Women's Society), etc.
2. RIC	
Year of Foundation	Jun. 2001
Location of RIC	Mukim Post Office
Service Hours	8:00 – 17:00 (weekdays), 8:00 – 12:00 (Saturday), Holiday (Sunday)
Space for RIC	12m ² (approx.)
3. Equipment	
Original Number of PCs	2 PCs
Current Status of PCs (as of 9 June 9, 2002)	PC 1: Usable (not connected to internet for budget reason) PC 2: Usable (not connected to internet for budget reason)
Record of Maintenance	Both computers were repaired by MECM Aug. 2001
Operating System	Windows 98
Number of telephone lines for PCs	2 Lines
4. Web Pages	
Current Condition of Web Site	None
Activities for Collecting Information	None
5. Operation and Maintenance (O&M)	
Person in charge/take care	Postmaster
Record of PC Troubles	No troubles
Response to PC Troubles	No troubles
Maintenance of Printer Ink and Paper	No supplement
6. RIC Committee	
Year of foundation	Jun. 2001
Chairman (occupation)	Village Leader
Number of members	9
Breakdown of members	Most of the members are pensioner.
Number of meeting times	2 times
Future Activity	Expansion of RIC by installing additional PCs
Activity Level	Low
Sense of Participation	Low
Request to MECM	1. to install additional PCs 2. to employ a monitoring staff
Fund raising	None
7. Promotion	
Publicity	Yes
Means of Publicity	Putting the poster inside the post office
8. Training	
Training by INTAN	None
Training by Committee	None
9. Users	
Average Number of Users / day	20
Type of Users	Students
Purpose of Use	Internet browsing, e-chat, typing
10. Other Information	
Related IT projects	Info-desa (10 min. by car)
Number of Cyber Cafés	1

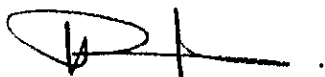
As of 9 June, 2002	
1. General Information	
Site Name	Ajil
State	Terengganu
District / Population	Hulu Terengganu / 62,322
District Area	3,875 km ²
Major Industry and Local Product	Government Servant, Agriculture – Palm Oil
Major Transportation	Taxi, Bus
Active Organization	JKKK(neighborhood association), Youth Association, PTA, KEMAS(Women's Society), etc.
2. RIC	
Year of Foundation	23 Aug. 2001
Location of RIC	Mukim Post Office
Service Hours	8:00 – 17:00 (weekdays), 8:00 – 12:00 (Saturday), Holiday (Sunday)
Space for RIC	10m ² (approx.)
3. Equipment	
Original Number of PCs	2 PCs
Current Status of PCs (as of 9 June 9, 2002)	PC 1: Usable PC 2: Usable
Record of Maintenance	Modem was repaired by the committee.
Operating System	Windows 98
Number of telephone lines for PCs	2 Lines
4. Web Pages	
Current Condition of Web Site	None
Activities for Collecting Information	None
5. Operation and Maintenance (O&M)	
Person in charge/take care	Postmaster
Record of PC Troubles	N/A
Response to PC Troubles	N/A
Maintenance of Printer Ink and Paper	
6. RIC Committee	
Year of foundation	23 Aug. 2001
Chairman (occupation)	Teacher
Number of members	12
Breakdown of members	Teacher, Policeman, Businessman, Politician, Woman, Health.
Number of meeting times	Many Times
Future Activity	N/A
Activity Level	High
Sense of Participation	High
Request to MECM	N/A
Fund raising	Existing
7. Promotion	
Publicity	Yes
Means of Publicity	leaflets were inserted in local news paper
8. Training	
Training by INTAN	None
Training by Committee	None
9. Users	
Average Number of Users	10
Type of Users	Students
Purpose of Use	e-mail, e-chat, Internet-browsing
10. Other Information	
Related IT projects	None
Number of Cyber Cafés	None

Appendix D

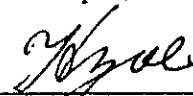
Scope of Works and Minutes of Meeting

Scope of Work
For
The Study
On
Enhancement of Info-Communications Access in Rural Communities
In
Malaysia
Agreed upon between
The Ministry of Energy, Communications and Multimedia
On Behalf of
The Government of Malaysia
And
The Japan International Cooperation Agency

Kuala Lumpur, October 10, 2001




Ms. Suriah Abd Rahman
Deputy Secretary General I,
Communications and Multimedia Division,
Ministry of Energy, Communications and Multimedia
on Behalf of The Government of Malaysia



Mr. Hatazoe Takayuki
Leader,
Preparatory Study Team,
Japan International Cooperation Agency

Witnessed by



Dato' Dr. Halim Shafie
Secretary General,
Ministry of Energy, Communications and Multimedia
on Behalf of The Government of Malaysia

I. INTRODUCTION

In response to the official request of the Government of Malaysia, the Government of Japan decided to conduct a Study on Enhancement of Info-Communications Access in Rural Communities in Malaysia (hereinafter referred to as "the Study") in accordance with the relevant laws and regulations in force in Japan.

Accordingly, the Japan International Cooperation Agency (hereinafter referred to as "JICA"), the official agency responsible for the implementation of the technical cooperation programmes of the Government of Japan, will undertake the Study in close cooperation with the authorities concerned of the Government of Malaysia.

The present document sets forth the scope of work with regard to the Study.

II. OBJECTIVES OF THE STUDY

The objectives of the Study are:

- (1) to formulate an action plan for enhancement of info-communications access in rural communities particularly for the enhancement of Rural Internet Centres (hereinafter referred to as "RIC") in the Study area, and
- (2) to transfer skills and technology of enhancement of info-communications access in rural communities to counterpart personnel in the course of the Study pertaining to paragraph (1) above.

III. STUDY AREA

The Study area covers the whole of Malaysia.

IV. SCOPE OF THE STUDY

In order to achieve the objectives mentioned above, the Scope of work for the Study shall cover the following items:

Phase I: Basic Study

- (1) Collection, review and analysis of related data and information
 - a. Economic and social situation
 - b. Related info-communications planning, laws and policy
 - c. Present status and future plans of info-communication infrastructure and services
 - d. Present status of internet providers
- (2) Field reconnaissance of the access condition and needs of info-communications in rural area for the enhancement of the RIC
 - a. Service area and number of subscribers of info-communication services (fixed telephone, mobile telephone, internet, CATV)
 - b. Information literacy (PC-users, internet-users, PC-school, access opportunities to internet)
 - c. Needs for accessing to info-communications systems (interest, expectations, requests)
 - d. Present status of the activities of RIC (facilities, info-communication equipment, management system, human resources, operations, contents, training)
- (3) Case studies of the similar and related projects/programmes in Japan and other advanced countries

Phase II: Formulation of Interim Action Plan

- (1) Planning and setting up strategies and objectives
- (2) Fixation of target year
- (3) Info-communication infrastructure improvement project
- (4) Contents and service plan and programme
- (5) Organization and management plan
- (6) Training programme and promotion plan for inhabitants
- (7) Planning of institutional system

Phase III: Planning and Support for Implementation of Model Projects

- (1) Planning of model projects (site selection, contents, budget allocation, organizational structure, time schedule)
- (2) Support for implementation of model projects

Phase IV: Formulation of Final Action Plan

- (1) Evaluation of RIC project (comparative analysis, identification of major tasks and problems)
- (2) Feedback to and formulation of final action plan
- (3) Evaluation (economic, technical, social, and gender evaluation)

V. SCHEDULE OF THE STUDY

The Study will be carried out in accordance with the tentative schedule as attached in the appendix. The schedule is tentative and subject to be modified when both parties agree upon any necessity that will arise during the course of the Study.

VI. REPORTS

JICA shall prepare and submit the following reports in English to the Government of Malaysia.

1. Inception Report:
Twenty (20) copies will be submitted at the commencement of Phase I. This report will contain the schedule and methodology of the Study as well as outline of the field survey.
2. Progress Report:
Twenty (20) copies will be submitted at the end of Phase I. The report contains the findings of the first work in Malaysia.
3. Interim Report (Interim Action Plan):
Twenty (20) copies will be submitted at the end of Phase II. The report will summarize the formulation of interim action plan.
4. Draft Final Report (Draft Final Action Plan):

Twenty (20) copies will be submitted at the end of the final work stage in Malaysia. The Government of Malaysia shall submit its comments within one (1) month after the receipt of the Draft Final Report.

5. Final Report (Final Action Plan):

Thirty (30) copies will be submitted within one (1) month after the receipt of the comments on the Draft Final Report.

The study team (hereinafter referred to as "the Team") shall ensure that all data, information, maps, materials, and findings connected with the Study be kept confidential and not disposed off or revealed to any third party except with the prior written consent of the Government of Malaysia. Such maps and aerial photographs are to be returned to the Government of Malaysia immediately upon completion of the Study. All reports, when finalized and submitted to the Government of Malaysia, shall remain the property of the Government of Malaysia.

VII. UNDERTAKINGS OF THE GOVERNMENT OF MALAYSIA

To facilitate the smooth conduct of the Study, the Government of Malaysia shall take the following necessary measures:

1. to inform the members of the Team of any existing risk in the study area and to take any measures deemed necessary to secure the safety of the Team,
2. to ensure the necessary entry permits for the Team to conduct field surveys in Malaysia and exempt them from consular fees,
3. to exempt the members of the Team from taxes and duties, as normally accorded under the provision of Malaysian General Circular No.1 of 1979, on equipment, machinery and other materials brought into and out of Malaysia for the conduct of the Study,
4. to exempt the members of the Team from Malaysian income tax on their official emoluments in respect of their period of assignment in Malaysia in connection with the conduct of the Study, but the Government of Malaysia shall retain the right to take such emoluments into account for the purpose of assessing the amount to be applied to income from other sources,
5. to provide necessary facilities to the Team for remittance as well as utilization of the funds introduced into Malaysia from Japan in connection with the implementation of the Study,
6. to secure permission for the Team to enter into private properties or restricted areas for the implementation of the Study,
7. to provide the Team with medical services when needed but the expenses will be chargeable to the members of the Team,
8. to provide the Team with available data, maps and information necessary for the execution of the Study,
9. to make arrangements for the Team to take back to Japan the data, maps and materials connected with the Study, subject to the approval of the Government of Malaysia, in order to prepare the reports,
10. to appoint counterpart personnel to the Team during the study period,

11. to provide the Team with suitable office space with clerical service and necessary office equipment in Kuala Lumpur, Selangor, Sabah, and Sarawak,
12. to provide the Team with adequate means of local transport for official travel only,
13. to indemnify any member of the Team in respect of damages arising from any legal action against him/her in relation to any act performed or omissions made in undertaking the Study except when the two Governments agree that such a member is guilty of gross negligence or willful misconduct, and
14. to nominate MECM to act as the counterpart agency for the Study and also the coordinating body in relation to other relevant governmental and non-governmental organizations.

VIII. UNDERTAKINGS OF JICA

For the implementation of the Study, JICA shall take the following measures:

1. to dispatch, at its own expense, study teams to Malaysia, and
2. to pursue technology transfer to counterpart personnel in the course of the Study.

IX. CONSULTATION

JICA and MECM shall consult with each other in respect of any matter that may arise from or in connection with the Study.

Appendix

Tentative Schedule

Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Schedule	Phase I					Phase II			Phase III		Phase IV			
Report	▲ IC/R				▲ P/R			▲ IT/R				▲ DF/R		▲ F/R

Remarks: IC/R: Inception Report
P/R: Progress Report
IT/R: Interim Report (Interim Action Plan)
DF/R: Draft Final Report (Draft Final Action Plan)
F/R: Final Report (Final Action Plan)

D-6

Handwritten initials/signature

Minutes of Meetings

For

The Study

On

Enhancement of Info-Communications Access in Rural Communities

In

Malaysia

Agreed upon between

The Ministry of Energy, Communications and Multimedia

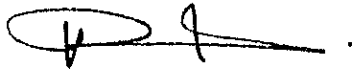
On Behalf of

The Government of Malaysia

And

The Japan International Cooperation Agency

Kuala Lumpur, October 10, 2001



Ms. Suriah Abd Rahman
Deputy Secretary General I,
Communications and Multimedia Division,
Ministry of Energy, Communications and Multimedia
on Behalf of The Government of Malaysia



Mr. Hatazoe Takayuki
Leader,
Preparatory Study Team,
Japan International Cooperation Agency

Witnessed by



Dato' Dr. Halim Shafie
Secretary General,
Ministry of Energy, Communications and Multimedia
on Behalf of The Government of Malaysia

I. INTRODUCTION

In response to the official request of the Government of Malaysia, the Government of Japan decided to conduct a Study on Enhancement of Info-Communications Access in Rural Communities in Malaysia (hereinafter referred to as "the Study") through the Japan International Cooperation Agency (hereinafter referred to as "JICA").

The Japanese Preparatory Study Team (hereinafter referred to as "the Team"), headed by Mr. Hatazoe Takayuki, visited Malaysia from October 1st to 18th, 2001, to discuss the Scope of Work for the Study.

Meetings were held between the Ministry of Energy, Communications and Multimedia (hereinafter referred to as "MECM") and the Team on October 2nd, 8th and 9th, 2001. The Team also carried out field visits, accompanied by MECM, to Sungai Air Tawar in Selangor on October 3rd, and Kanowit and Bau in Sarawak on October 5th and 6th, 2001. Finally, the Scope of Work was agreed upon by both sides, and signed on October 10th, 2001.

The Minutes of Meetings were prepared for the better understanding with main points of the discussions made in the course of the preparation of the Scope of Work.

II. STUDY TITLE

Both sides agreed that the title of the Study would be "The Study on Enhancement of Info-Communications Access in Rural Communities in Malaysia" as described in the Scope of Work.

III. STUDY AREA

Both sides agreed that the study covers the whole area of Malaysia, with focus on fourteen (14) existing Rural Internet Centres (hereinafter referred to as "RIC") and two (2) new RIC to be established.

IV. ASSIGNMENT OF LOCAL COUNTERPART

Both sides agreed that MECM shall assign each necessary counterpart personnel and supporting staff for the smooth implementation of the Study. MECM showed a list of counterpart personnel as shown in the appendix. The Team explained that MECM should bear the expense in need for the participation of each counterpart personnel in the Study.

V. COLLABORATION WITH OTHER RELATED INSTITUTIONS

Both sides agreed that collaboration with the following related institutions shall be necessary to the Study. The Team stressed the importance of setting up either a steering committee or a working group which can be the implementing body for collaboration. MECM showed its understanding of the importance of such a collaborating body.

- Economic Planning Unit
- Ministry of Rural Development
- Ministry of Education
- Department of Statistics
- National Institute for Public Administration
- Representatives from Selangor, Sabah, and Sarawak State Governments

VI. MODEL PROJECT SITES

MECM proposed that model projects shall be implemented at the following three (3) sites: Sungai Air Tawar in Selangor, Tawau in Sabah, and Bau in Sarawak. MECM explained that two

(2) sites in Sabah and Sarawak States will be newly established, and that the locations will be finalized soon. The Team requested MECM to inform the locations of three (3) RIC model project sites by the end of 2001 at the latest. MECM promised to announce the result to Japanese side without delay.

The Team requested that the sub-counterpart will be nominated in each model project site for the smooth implementation. MECM promised to nominate them by the commencement of the Study scheduled in February, 2002.

VII. MODEL PROJECTS COMPONENTS

MECM explained that model projects should cover several aspects of each of the three (3) main components: Info-structure Development, Content / Application Development, and Information and Communications Technology Education / Training. The Team showed its basic understanding of the matter.

VIII. EQUIPMENT

Both sides agreed that the equipment for the implementation of RIC, in accordance with the present concept, would be provided by MECM. Both sides agreed that office equipment would be provided by MECM. Both sides agreed that the additional equipment necessary for the Study would be provided by JICA with the effective utilization of the existing equipment of Malaysian side.

IX. COUNTERPART TRAINING

MECM requested the Team to conduct counterpart training in Japan for the purpose of the smooth transfer of technology during the Study. The Team replied to convey the request to JICA Headquarters for consideration.

X. WORKSHOPS

MECM requested the Team to hold workshops in order to promote public awareness for local people. The workshops would be held six (6) times: pre- and post- workshops for three (3) model project sites. The Team recognized the necessity.

XI. SEMINAR

MECM requested the Team to hold a seminar in order to share the results of the Study. The seminar would be held when the draft final report is submitted to MECM. The Team recognized the necessity and promised to convey the request to JICA Headquarters for positive consideration.

XII. REPORTS

The Team explained that the study reports shall be open to the public in principle. MECM replied that the findings shall be kept confidential and not disclosed to any third party without the prior written consent of the Government of Malaysia. The Team recognized MECM's position and agreed to convey the request to JICA Headquarters.

XIII. MIDTERM REVIEW OF THE EIGHTH MALAYSIA PLAN

Both sides agreed to make their best efforts to facilitate the results of the Study as an input for the midterm review of the Eighth (8th) Malaysia Plan.

LIST OF ATTENDANCE

Ministry of Energy, Communications and Multimedia:

Dato' Dr. Halim Shafie	Secretary General
Ms. Suriah Abd Rahman *	Deputy Secretary General I, Communications and Multimedia Div.
Ms. Azizah Hamzah *	Senior Principal Assistant Secretary, Communications and Multimedia Div.
Ms. Solehah Abd. Hamid *	Special Officer, Communications and Multimedia Div.
Ms. Rokiah Idris *	Principal Assistant Secretary, Communications and Multimedia Div.
Ms. Rubaiah Hashim *	Principal Assistant Secretary, Communications and Multimedia Div.
Ms. Rozalina Mohamed *	Assistant Secretary, Communications and Multimedia Div.
Mr. Zaimy Shaari *	Assistant Secretary, Communications and Multimedia Div.
Ms. Nor 'Azura Bt. Mohamed Zohdi	Legal officer, Legal Department

*Remarks: Counterpart personnel

JICA Preparatory Study Team:

Mr. Hatazoe Takayuki	Team Leader
Mr. Suwa Kimio	Member (Information and Communications Policy)
Mr. Taniguchi Kotaro	Member (Study Planning / Preparatory Evaluation)
Mr. Tanaka Kojiro	Member (Information and Communications Infrastructure Development)
Mr. Iwase Nobuhisa	Member (Information Society Development / Social Evaluation)

JICA Malaysia Office:

Mr. Tomiya Kiichi	Assistant Resident Representative
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Embassy of Japan:

Mr. Aikawa Kazutoshi	Counsellor
Mr. Katagiri Koichi	Communications Attache

TERMS OF REFERENCE
(Development Study Programme)

THE STUDY ON ENHANCEMENT OF INFO-COMMUNICATIONS ACCESS
IN RURAL COMMUNITIES IN MALAYSIA

1. PROJECT TITLE

The Study on the Enhancement of Communications and Multimedia Access in Rural Communities in Malaysia.

2. FORM OF ASSISTANCE

Development Study, with model project.

3. STUDY AREA

Throughout Malaysia.

4. EXECUTING AGENCY

Ministry of Energy, Communications and Multimedia (MECM).

5. BACKGROUND / JUSTIFICATION

5.1 IT Development as National Priority

As is emphasized in Malaysia's Seventh National Development Plan, Information Technology (IT) and Multimedia is recognized as the future "enabling tool" to increase the efficiency, productivity and competitiveness of the economy. With the objective of accelerating the transition of Malaysia towards knowledge-based economy (K-economy), the Government of Malaysia has implemented Multimedia Super Corridor (MSC), E-Government and other various initiatives.

5.2 Issues in Info-Communications Access

In the global movement towards a digital and knowledge-based economy, a new form of disparity has emerged, arising from the recent technological advances, particularly in Information and Communications Technology. The concern now is not solely on unequal distribution of economic wealth but unequal access to information and knowledge. The technology gap or the digital divide is the result of uneven distribution of information and communications infrastructure facilities and services, thus segregating the under-served areas and groups from the served. Uneven distribution of infrastructure could be seen from the following indicators:-

- a. Malaysia recorded 4.5 million fixed telephone lines (Sept. 1999) or 22 lines for every 100 population. However rural telephone penetration rate is only at 11 percent and total communication infrastructure expenditure in the rural areas is only RM4,584 million for the period of 1990-1999.
- b. The rate of PC acceptance in Malaysia is 11.3 percent based on approximately 2,500,000 PC installation for about 22 million population. However, a substantial proportion of the PCs installed and actively used, is concentrated in the urban areas.
- c. In spite of the fact that Malaysia has one of the lowest Internet subscription fees such as line and service charges in the world, Internet penetration still lags behind many other countries. Malaysia recorded a total number of Internet users only at 1.45 million (Sept. 1999) with a total of 700,000 subscribers. These statistics showed that the rate of Internet penetration at 6 percent for every 100 population and 11.90 percent based on household.
- d. In order to promote the usage of IT applications, it is critical to have suitable and sufficient content applications that will encourage and facilitate rural communities in embracing Information Technology (IT). Thus, there is a need to embark on the development and rollout of relevant content applications that could meet the requirements of the

rural communities. Applications that are of particular interest include the areas of e-government, e-business, e-education as well as in providing medical and welfare services.

- e. To increase IT literacy amongst the students, the Malaysian Government has initiated the Smart School Project to provide students with the opportunity to use IT as a learning tool. For the pilot project, around 80 primary and secondary schools have been selected and equipped with the necessary IT facilities for e-learning. However, there is a need to have an effective program to reach out to all schools especially those in the rural areas. For this purpose, the Ministry of Education has planned to put a comprehensive program for all schools that have electricity supply to be equipped with the IT learning facilities. However, this is likely to take some time before it can be fully implemented. In addition, enhancing info-communications access to residents in rural communities other than students is also a matter of urgency. The Malaysian Government sees the need to quickly address and narrow the divide which could undermine the process of transformation to a K-society.

5.3 Policy Position of the Government

The Communications and Multimedia Act 1998 (CMA) is one of the first sets of Cyber laws to address the issue of convergence in telecommunications, broadcasting and computing. Equitable access to information network and services is one of the major goals underpinning the 10 National Policy Objectives for the communications and multimedia sector.

In terms of prioritising people, infostructure and applications, the Universal Service Provision (USP), which is the sixth objective of the National Policy on Communications and Multimedia, encapsulates the three basic principles of availability, accessibility and affordability. Availability implies ubiquitous network services (telephone, Internet, etc.) coverage

nationwide. Accessibility means there should be no discrimination in terms of price, service and quality, regardless whether the geographical location is deemed uneconomical or unprofitable. Affordability is interpreted as network services, which are affordable to customers.

The purpose of the USP is to provide universal communications service to the under-served areas and groups, thereby bridging the technology, information or digital divide between the information rich and the information poor, and consequently, achieve a more balanced development between areas and groups of people in the country.

Considering the relatively low national penetration rate of computer usage and Internet access as well as the uneven distribution of actively installed units and subscribers between the urban and the rural, several government ministries/agencies have introduced programmes and projects to overcome the problem.

The aims of establishing the Rural Internet Centres (RIC) project are to benefit the rural community and assist in achieving balanced development by bridging the digital divide between the urban and the rural areas and creating digital opportunity for the rural peoples. MECM has started the RIC project initially at four sites, namely at Sg Ayer Tawar in Selangor, Kanowit in Sarawak, Kubang Pasu in Kedah and Kepala Batas in Pulau Pinang. Ten (10) more centres, covering the rest of the states in Malaysia, are scheduled to be launched during the second half of 2000. The Centres are expected to offer practical ICT exposure to the rural community targeting especially those who cannot afford to own a computer. This is to be achieved by making available useful web-based content applications which are both nation-wide and community-specific. The purposes of the project include training / awareness programmes on the usage of computer and the Internet.

In this regard, MECM would like to conduct an implementation study on the RIC aiming at the enhancement of info-communications access in rural areas in Malaysia. During the course of the Study, a variety of associated examples and experience on implications to the RICs initiative in other countries, such as similar initiatives/projects at post offices or municipalities in Japan, should be broadly introduced and carefully examined. It is hoped that the study would provide insights, plans and recommendations that would serve as inputs and guidelines to ensure efficient and effective implementation and management of the RIC project rollout in Malaysia.

The term "info-communications access" consists of the following three elements:

- i. *info-structure indicators* which measure levels of penetration of communications and multimedia infrastructure,
- ii. *social application indicators* which measure application or variety of practical usage of info-communications, and
- iii. *IT-literacy rate* which measures proficiency of people in IT such as the number and rate of IT literate citizens and workforce. These are considered important information as they are the pre-requisites in enabling the rural residents to become proficient in info-communications skills and environment.

6. OBJECTIVES

The overall objective of the Study is to formulate an action plan of which the core part is to present suitable model which should include measures and implementation framework for Rural Internet Centres (RIC) Project to ensure efficient and effective implementation and management of the project rollout in

Malaysia. It is hoped that the study will facilitate and contribute to our objective of spreading information technologies to the rural communities and developing IT skills necessary to facilitate the transformation from a production-based to a knowledge-based economy/society.

7. SCOPE OF THE STUDY

- 7.1 To study the current status of info-communications access throughout Malaysia, mainly in proposed 14 Rural Internet Centre sites, with special emphasis on the infrastructure and service conditions in rural communities, including the status of telecommunications lines penetration, electrification, computer ownership, Internet connectivity and penetration, and their relationship with socio-economic factors and quality of life.
- 7.2 To conduct an interview survey at the three candidate sites for the model project with regards to accessibility of Internet, use of communications facilities, interests in and desire for the various services using ICT, IT literacy level, and other aspects related to information technology.
- 7.3 To identify and summarize problems in the existing info-communications access and environment in rural areas in the following three aspects, with special emphasis on the situation in surveyed sites,

- a. *Penetration and diffusion of Info-structure*

Since info-structure, particularly access of households to computers and Internet connectivity is the basic enabling tool for e-usage, the development of info-structure must be consistent with national goals, i.e., Vision 2020's national target to ensure universal access to telecommunications by year 2020. The major problems in info-structure development would be analyzed in this part.

- b. *Development of social applications of info-communications*

Info-communications access cannot be fully explored without proper and practical contents applications and services. Existing

and potential applications that utilize effectively info-communications in rural communities must be studied and their difficulty and challenges must be identified.

c. *IT literacy*

Both structural and non-structural problems in promoting IT-literacy programmes should be identified in areas such as the living environment and learning resources, and according to the distribution of IT literate personnel by region, age, gender, education, profession or other classifications.

7.4 Based on the above study results, and in line with other national policy and plans, to prepare an action plan for the enhancement of info-communications access in rural areas in general, including suitable measures and recommendations. The core part of the action plan shall consist of a set of measures on planning, operation, and evaluation of "Rural Internet Centres (RIC)" Project which will be implemented by MECM and related agencies/organisations. Issues in the plan shall include;

- a. Setting-up and management of Rural Internet Centre
(Suitable organization, participants, required inputs/resources, operational model, maintenance programme etc. will be studied.)
- b. Awareness/IT-literacy education programme
(Effective PR methods shall be studied. Also model computer/internet training courses to be provided in the Rural Internet Centres will be proposed.)
- c. Application development
(Based on the survey results on potential demand for ICT application, practical contents applications will be proposed.)
- d. Evaluation methodologies on project impacts

(Models to collect relevant data and assess the impacts of the project on people's quality of life will be studied and proposed.)

In this study process, a wide range of examples of similar and related projects/programs in Japan and other countries should be referred to and studied in detail as case studies. The examples may include;

- Various internet information programmes in municipalities in Japan
- HOSYS community Internet Health and Welfare program in Fukuoka
- Internet Education project in Risshou Highschools
- Internet City Conference projects in Fujisawa city
- Regional informatization projects under Teletopia scheme
- Multimedia PC terminal programme in Japan's post offices
- Other cases in Japan and other countries

7.5 To undertake a model project at three (3) selected sites in order to demonstrate the usefulness and necessity of telecommunications in the rural community development as well as to facilitate technology transfer to Malaysian counterparts. Issues to be addressed in the model project shall include;

- a. Setting-up and management of Rural Internet Centre
(Plans for suitable organization, participants, required inputs/resources, operational model, maintenance programme etc. shall be tested and evaluated.)
- b. Awareness/IT-literacy education programme
(Effective PR methods shall be tested. Also model computer/internet training courses will be provided in the Centres.)
- c. Application development
(Several practical contents applications to be developed, as well as lessons for basic development skills for web application should be provided.)
- d. Evaluation methodologies on project impacts

(Models to collect relevant data and assess the impacts of the project on people's quality of life to be developed, through the feedback from model project and field survey.)

The candidate model project sites are;

- i. Project Site A : Sg Air Tawar, Selangor
- ii. Project Site B : Sarawak – new site to be identified later
- iii. Project Site C : Sabah – new site to be identified later

8. COOPERATION WITH OTHER AGENCIES/ORGANISATIONS

This Study shall be implemented in cooperation with Ministry of Rural Development and other associated agencies/organisations. The results of the study shall be also open to relevant parties and shared among them.

9. MANPOWER REQUIREMENTS

The study shall be undertaken by the experts listed below. All experts must be either expatriate or local personnel with the sufficient knowledge and experience in their respective fields.

- Team leader
- Rural development
- Telecommunications
- IT application and system
- Computer/IT literacy education specialist
- Organization and management
- Financial & economic analysis

10. STUDY SCHEDULE

The study shall be completed within a period of 12 months. The overall work schedule and the schedule for report submission is as shown below:

	1	2	3	4	5	6	7	8	9	10	11	12
Mobilization	■											
Survey & analysis	■	■	■	■								
Action plan				■	■	■	■	■				
Model Project								■	■	■	■	■
Seminar & workshop							○		○			
Reports	△		△				△				△	△
	Inception		Progress				Interim.				Draft Final	Final

11. SEMINAR AND WORKSHOP

A seminar to be held at the eight month of the study, in which findings of the survey should be presented and the draft action plan to be discussed. Government officials from the relevant agencies and representatives from IT industry will be present at the seminar.

A workshop to be held at the model project sites at the start of the model project. The objectives of the project will have to be explained and training course for the operation and management of the model project needs to be conducted. Staff of MECM, local government and other organization who will be in charge of the model project will be invited.

12. REPORTS

The consultant shall prepare and submit the reports shown below at the time shown therein.

a. **Inception Report**

The inception report shall outline the approach to the study and shall include the methodology to be adopted. The report shall be submitted one month from the commencement of the study.

b. **Progress Report**

The progress report shall be submitted in the first half of the third month of the study containing summary of study progress including initial findings of the survey, review of relevant studies and reports, and major elements of the study.

c. **Interim Report**

The interim report shall be submitted in the seventh month of the study containing the results of the survey, problems and issues in promoting info-communication access in rural areas, and draft action plan.

d. **Draft Final Report**

The draft final report shall be submitted in the eleventh month of the study containing the survey results, action plan and the initial assessment of the model project for review and comments.

e. **Final Report**

The comments and feedback will be presented within one month after receiving the draft final report. The final report shall be submitted in the fifteenth month of the study with necessary revisions and modifications to be made in accordance with the comments provided by Malaysian counterpart.

Appendix E

Minutes of Meetings

- 1. Acceptance of Inception Report*
- 2. Selection of Model Projects*
- 3. Acceptance of Progress Report*
- 4. Acceptance of Interim Report*
- 5. Evaluation of the Model Projects*

Minutes of Meeting No.1

(Acceptance of Inception Report)

For

**The Study on Enhancement of Info-Communications Access in Rural Communities
In Malaysia**

February 20, 2002

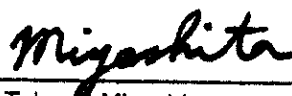


Dato Dr. Halim Shafie
Chairman of Steering Committee
Secretary General,
Ministry of Energy, Communications and Multimedia



Mr. Masatoshi Akagawa
Team Leader,
JICA Study Team

Witnessed by



Mr. Takashi Miyashita
Chairman of JICA Advisory Committee

In accordance with the Scope of Work for the Study signed on October 10, 2001, JICA Study Team (the Team) has submitted twenty copies of the Inception Report for the Study on Enhancement of Info-Communications Access in Rural Communities in Malaysia (the Study) to the Malaysian side on February 9, 2002 in due compliance of the schedule.

Presentation of Inception Report (IC/R) was made by the JICA Study Team (hereinafter referred to as "the Team") during the Steering Committee (SC) meeting held on February 18, 2002 in Kuala Lumpur, chaired by Dato' Dr. Halim Shafie, Secretary General of the Ministry of Energy, Communications and Multimedia (MECM) and the Chairman of the Steering Committee with the attendance of Mr. Takashi Miyashita, Chairman of the JICA Advisory Committee (ADC) and Mr. Masashi Ito, ADC member as well as Mr. Koichi Katagiri, Communications Attaché, Embassy of Japan in Malaysia and Mr. Kotaro Taniguchi, JICA Headquarters and Mr. Kiichi Tomiya, JICA Malaysia Office (Attendant list is given in Appendix A). After the presentation and discussion, the Inception Report for the Study has been accepted by the Malaysian side.

In the SC meeting, questions and comments were given by the members of SC and answered by the Team as per attached as Appendix B. The issues confirmed and agreed upon between the Malaysian and Japanese sides (both sides) are given hereunder.

1. Undertakings of Malaysian Side

Undertakings of the Malaysian side have been confirmed in specific terms in line with the conditions stipulated in the Scope of Work and Minutes of Meeting thereof signed on October 10, 2001, as given below.

(1) Steering Committee

Steering Committee (SC) has been established with Dato' Dr. Halim Shafie, Secretary General of MECM as Chairman and Ms. Suriah Abd Rahman, Deputy Secretary General of MECM as Vice Chairman with the Director level representatives of the Ministries/organizations concerned with the Study as given below.

Chairman: Dato' Dr. Halim Shafie,
Secretary General,
Ministry of Energy, Communication and Multimedia (MECM)

Vice Chairman: Ms. Suriah Abd Rahman
Deputy Secretary General, MECM

- Members :**
- **Dr. Baharom b. Jani**
Principal Assistant Director, ICT
Economic Planning Unit (EPU)
 - **Dr. Wan Fatimah bt. Mohd**
Deputy Director,
Planning and Evaluation Sector
Ministry of Education (MOE)
 - **Mr. Hamidi Zakaria**
MIS Unit Head,
Ministry of Rural Development (MRD)
 - **Mrs. Hjh. Normah bt. Mohd. Aris**
Statistician Grade N1 (M),
Department of Statistics
 - **Y. M. Dr. Raja Malik b. Raja Mohamed**
Deputy Director,
National Institute of Public Administration (INTAN)
 - **Dato' Ahmad Latffi bin Hashim**
Deputy State Secretary (Management) / State Chief, Information
Officer,
State Secretary of Selangor Office
 - **Dato' Peter Anthanasius,**
Deputy Secretary (Development)
State Secretary of Sabah Office
 - **Mr. William Patrick Nyigor**
Director, ICT Unit
State Secretary of Sarawak Office/Chief Minister's Office
 - **Mr. Haji Abu Sujat b. Ikhsan**
General Manager, Information System Divison
Pos Malaysia Berhad
 - **Mr. Jonedi bin Mohamed**
General Manager, Government Sales Division
Telekom Malaysia Berhad

Main function of SC is to handle the policy issues and other important issues of the Study and to make coordination with the relevant Ministries/organizations for the efficient conduct of the Study. SC meeting will be held when the JICA reports are presented: Progress Report tentatively around the end of June, Interim Report early August, Draft Final Report mid-December, 2002, and when needs arise and as requested by the JICA Study Team (the Team).

(2) Working Group

Working Group (WG) has been established with Senior Principal Assistant Secretary as the Leader with the Manager-level representatives of the

Ministries/organizations concerned with the Study as given below.

- Leader:** **Ms. Azizah Hamzah**
Senior Principal Assistant Secretary,
Communications & Multimedia Division,
Ministry of Energy, Communications and Multimedia (MECM)
- Vice Leader:** **Ms. Rokiah Md. Idris**
Principal Assistant Secretary,
Communications & Multimedia Division, MECM
- Members:**
- **Ms. Norli bt. Karim**
Assistant Director, ICT
Economic Planning Unit (EPU)
 - **Mr. Mohd Subri b. Mat Isa**
Assistant Director, BPPDP
Ministry of Education (MOE)
 - **Ms. Juniaty Muslim**
Information System Officer
Ministry of Rural Development (MRD)
 - **Mr. Abdul Halim b. Abdul Wahid**
Statistician Grade N3,
Department of Statistics
 - **Dr. Mazlan b. Harun**
Senior Project Coordinator
National Institute of Public Administration (INTAN)
 - **Ms. Fatmah binti Mahmood**
Principal Assistant State Secretary (ICT)
State Secretary of Selangor Office
 - **Mr. Awg Johari Awg Mustapha/Austin Dimin Niyon**
Principal Assistant Director, Unit ICT Negeri Sarawak
State Secretary of Sarawak Office/Chief Minister's Office
 - **Mr. Ku Joo Bee**
Director, State Library
State Secretary of Sabah Office
 - **Mr. Mohd Azizi b. Mohd. Sanusi**
Network Manager, Information System Division
Pos Malaysia Berhad
 - **Mr. Mohd Diah bin Yassin**
Sector Head, International and Strategic
Telekom Malaysia Berhad

Main function of WG is to handle day-to-day issues and extend support to the Team for the efficient conduct of the Study.

(3) Counterpart Personnel

In order to support and work together with the Team, 7 counterpart personnel (C/P) have been appointed from MECM as follows.

Chief Counterpart: **Ms. Azizah Hamzah**
Senior Principal Assistant Secretary,
Communication & Multimedia Division (CMD)

Vice Chief Counterpart: - **Ms. Rokiah Md. Idris**
Principal Assistant Secretary, CMD

- **Ms. Rubaiah Hashim**
Principal Assistant Secretary, CMD

- **Mr. Hassannudin Saidin**
Special Officer, CMD

- **Ms. Solehah Abd. Hamid**
Special Officer, CMD

Counterpart: - **Ms. Ani Fazliana BT. Dahri**
Assistant Secretary, CMD

- **Ms. Rozalina Mohamed**
Assistant Secretary, CMD

WG members of the ten Ministries/organizations other than MECM will also play the role of C/P to act as liaison officers. In order to implement the model projects, RIC Committees will be formed for the 3 model RIC by MECM together with the State Governments of Selangor, Sabah and Sarawak by the end of February 2002. These committees will also act as sub counterparts to assist the Study works at the model project sites. Major responsibilities of the counterparts and sub counterparts are given in Appendix C.

(4) Offices with Facility

An office in KL with necessary facility and clerical service will be provided with about 50 m² of space. One office each for 3 model project sites with necessary facility will also be provided. Facility and service to be provided are given in Appendix D.

2. Contents of Action Plan

Action Plan (AP) will include the followings as major components.

- Strategy / Goal
- Target year
- Plan for improvement of communication infrastructure
- Service plan and development plan for web contents
- Plan for organization & management
- IT training & education for people
- Institutional set-up for RIC

It has been confirmed by both sides that requirements for the Action Plan for RIC are not identical with these for the Master Plan (MP) for RIC. Namely, AP will clarify the roles of RIC and give recommendations on strategies for activating RIC, upgrading RIC activities and for expanding RIC to the whole Malaysia, while MP will select RIC and work out management/business plan as well as facility plan for each selected RIC together with the cost estimation. In AP, strategies will be worked out for typical RIC with peculiar local conditions, in consideration of the results obtained by model project implementation.

3. Model Projects

(1) Locations

Model projects shall be established in 3 RIC sites, 1 at the existing RIC and 2 at new RIC. It has been agreed that one of the 3 model projects should be the existing RIC at Sg. Air Tawar in Selangor State. Another should be the new RIC to be set up in Bau in Sarawak State and the other should be the new RIC in Kota Marudu in Sabah State. Final selection of the RIC sites to be located in Bau and Kota Marudu should be made and agreed by the end of February, 2002.

(2) Internet experiments

Three kinds of experiments will be carried out to work out appropriate facility models.

- i) Check the performance/capacity of the 3 types of communication infrastructures, wired, CDMA and wireless router as internet media.
- ii) Check the performance/capacity of the IP router to control data traffic for simultaneous internet communication of 2 or more PC through 1 line.
- iii) Check the performance/capacity of the wireless routers for establishing small-scale LAN.
- iv) Experiments ii) and iii) above, will be carried in one of the 3 model project sites. Selection of the site for the experiments shall be made and agreed by the end of February, 2002.
- v) If the LAN experiment is successful and Malaysian side so requests, JICA will

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consider to provide the Malaysian side with the equipment installed in the LAN system after the completion of the Study.

(3) Responsibility for the implementation

1) Malaysian side

With regard to the implementation of the model projects, Malaysian side takes the following responsibilities.

- MECM together with the State Governments of Selengor, Sabah and Sarawak, takes full responsibility for the whole implementation of the model projects.
- Provide equipment to be installed in the model RIC, at least 2 PC, 1 black-and-white printer, 1 scanner and 2 internet lines for exclusive use by RIC.
- Provide 3 PC necessary for the LAN experiment.
- Take all the necessary procedures for the implementation of model projects including getting permission for laying lines and prescribing internet.
- Bear all the expenses necessary for the implementation and operation/management of the 3 model projects, including internet communication expenses, consumable costs and personnel costs, except those to be borne by the Japanese side as given in 2) below.
- Secure required server capacity for Web contents to be developed for the model projects.
- Bear the expenses for securing the server capacity and other associated costs.

2) Japanese side

- Extend support by providing know-how for RIC management and operation and by transferring technology.
- Carry out experiments and evaluate and compare the capacity of internet communication infrastructures with regard to stability and transaction speed.
- Carry out experiment to control simultaneous internet traffic by 2 or more PC by means of a IP router to be equipped in RIC so that 1 internet line can serve for 2 or more PC.
- Carry out experiments to check whether small- scale LAN system with additional access points, can be set up for RIC by means of wireless routers.
- Bear the costs of IP router(s) and 5 wireless routers required for the experiments.

4. Treatment of the Final Report

Active participation of the community and residents is essential for the success of RIC project. In this context, achievements of the model projects as well as the contents of the recommended Action Plan, should be publicized to the public. In this context, it has been basically agreed by both sides that the Final Report of the Study should be open to the public. Namely, Final Report will be submitted to SC/MECM and will be made open to the public after the review of the contents by SC/MECM.

5. Counterpart Training in Japan

Malaysian side requested that counterpart official should be invited to Japan for training as a part of the technology transfer by the JICA Study. Japanese side replied that 1 counterpart official can be invited during 2002 Japanese fiscal year which starts in April 2002 and ends in March 2003. Consequently, both sides have agreed that 1 counterpart official will be sent to Japan during 2002 Japanese fiscal year. Timing of the training will be agreed upon by both sides, taking into account the Study schedule.

- Appendix A: List of Attendants on the Steering Committee Meeting
- Appendix B: Record of Discussion on the Steering Committee Meeting
- Appendix C: Major Responsibilities of Counterparts
- Appendix D: Facility and Service to be Provided by Malaysian Side

Appendix A : List of Attendants on the Steering Committee Meeting

Malaysian Side

< Steering Committee >

Dato' Dr. Halim Shafie Chairman of Steering Committee	Secretary General, Ministry of Energy, Communications and Multimedia
Ms. Norli bt. Karim	Assistant Director, Industry and Commerce Section, Economic Planning Unit
Dr. Wan Fatimah bt. Mohd.	Deputy Director, Planning and Evaluation Sector (BPPDP), Ministry of Education
Ms. Khalijah Mohd.	Deputy Director, Data Unit Ministry of Education
Mr. Hamidi Zakaria	MIS Unit Head, Ministry of Rural Development
Ms. Hjh. Normah bt. Mohd. Aris	Statistician, Department of Statistics
Mr. Bruno Vun	Director, State IT Advancement Unit, State Secretary of Sabah Office
Mr. Haji Abu Sujat b. Ikhsan	General Manager, Information System Division, Pos Malaysia
Mr. Mohd. Diah Yassin	Sector Head International and Strategic Telekom Malaysia

< Counterpart Agency : Ministry of Energy, Communications and Multimedia >

Ms. Azizah Hamzah Chief Counterpart	Senior Principal Assistant Secretary, Communication & Multimedia Division
Ms. Rokiah Md. Idris Vice Chief Counterpart	Principal Assistant Secretary, Communication & Multimedia Division
Ms. Rubaiah Hashim Vice Chief Counterpart	Principal Assistant Secretary, Communication & Multimedia Division
Mr. Hassannudin Saidin Vice Counterpart	Special Officer Communication & Multimedia Division
Ms. Solehah Abd. Hamid Vice Chief Counterpart	Special Officer, Communication & Multimedia Division
Ms. Ani Fazliana BT. Dahri Counterpart	Assistant Secretary, Communication & Multimedia Division
Ms. Rozalina Mohamed Counterpart	Assistant Secretary, Communication & Multimedia Division

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Japanese Side

< JICA Advisory Committee >

Mr. MIYASHITA Takashi	Chairman of JICA Advisory Committee
Mr. ITO Masashi	Member of JICA Advisory Committee

< Embassy of Japan in Malaysia >

Mr. KATAGIRI Koichi	Communications Attaché
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< JICA >

Mr. TANIGUCHI Kotaro	Second Development Study Division, Social Development Study Department, JICA Headquarters
Mr. TOMIYA Kiichi	Assistant Resident Representative, JICA Malaysia Office

< JICA Study Team >

Mr. AKAGAWA Masatoshi	Team Leader/Regional Information Expert
Mr. TAKAHASHI Hirofumi	Policy/Institution/Public Service Expert
Mr. IBAYASHI Masahiro	Social Development/Community Participation Expert
Mr. KIKUCHI Seiji	IT Needs Specialist
Mr. DAIKOKU Yoshihiro	IT Specialist 1 (Communication/Network Technology)
Mr. OSADA Naoto	IT Specialist 2 (Web/Contents Development)
Mr. KOHGE Yasumori	Coordinator/Web/Communication Technology Expert

Appendix B: Record of Discussion on the Steering Committee Meeting

1. Questions and Comments on Inception Report

Steering Committee (SC) members asked some clarifications/questions on Inception Report, and the JICA Study Team (the Team) replied to them. Questions and answers in the meeting are described as follows.

- (1) Chairman of SC asked the contents and timeframe of Action Plan which would be prepared by the Team.

The Team explained that Action Plan would be prepared to present the strategies, with timeframe, for RIC to be used more effectively for enhancement of info-communications access in rural area. The Team would also extract useful lessons from the model projects and reflect them to the Action Plan.

- (2) Department of Statistics (DOS) asked which area of Kota Marudu will be covered by the Needs Survey to be carried out by the Team. The Team replied a few kampungs in the vicinity of the model RIC site will be the target area.

- (3) DOS asked who will be the target for the survey to whom questionnaire will be distributed. The Team replied that the target of Need Survey would be the people in all ages: young, grownup, aged, men, women who are 7 years old or above. The survey will be carried out in the area where local post office provides services.

- (4) Ministry of Education (MOE) asked what kind of information from MOE would be needed, and how those information would be incorporated to the JICA Study.

The Team considers that "Smart School" project and "Computer Laboratory" project which are being carried out by MOE would have close inter-relations with RIC project by MECM. Therefore, the Team would like to ask MOE to provide information regarding these projects so that the Team could consider possible cooperation to create synergy effects among the projects. MOE confirmed their cooperation.

- (5) MOE asked how wireless LAN system would work in the model project and how it would be incorporated in RIC project in the future.

The Team explained that wireless LAN system would be set up in one of the 3 model projects as a sub-system of RIC with some additional access points for the community people besides these in RIC. Possible sites for additional access points might be some public space/buildings near RIC such as community center,

library and schools. The Team also explained that lessons learnt by the model projects would be reflected in Action Plan of RIC.

- (6) State Secretary Office of Sabah (SSS) asked how they could assist the study in Sabah State.

The Team replied that since one of the three model projects would be carried out in Sabah State, cooperation of the State and District Offices are needed. The Team requests SSS for coordination work with governmental organizations concerned as well as cooperation and facilitation of local community at the site. SSS confirmed cooperation for these matters.

- (7) SSS also asked how many times the Needs Survey will be carried out, considering that the pre and post surveys are desirable to evaluate the effect of the model project implementation.

The Team replied that monitoring of the effects will be carried out throughout the model project period and mid-period and post evaluation will be carried out based on the monitoring results. Therefore, Needs Survey will be carried out once to grasp the current situation before model project implementation.

2. Questions/Requests of JICA Study Team and Replies by SC Members

The Team asked some clarifications/questions for implementation of the study, and SC replied to them. Questions and answers are described as follow.

- (1) The Team asked whether State Office or District Office should be consulted when the Team ask necessary assistance for carrying out model project.

SSS replied both could be contacted depending on the matter.

- (2) The Team asked whether any plan has been worked out or is going to be worked out to decide the locations and time schedule for establishing another 100 RIC by June 2003.

MECM replied that they were currently working with Pos Malaysia to decide these locations with due consideration of local conditions as well as avoiding the duplication of the sites with Info-Desa project by the Ministry of Rural Development.

- (3) The Team asked whether there was any possibility of setting up RIC at the locations other than post offices such as community hall, library, school and so on.

MECM replied that currently RIC for 100 sites are planned to be set up in the post offices. However, MECM added, taking into account the achievements of the model projects, some of RIC to be set up in the coming years may be located in the places other than post offices.

- (4) The Team requested MECM to provide previous survey results/reports regarding the effectiveness of the existing 14 RIC.

MECM confirmed that they would provide these survey results/reports by the end of February 2002.

3. Acceptance of Inception Report

Chairman of Steering Committee confirmed the acceptance of Inception Report (IC/R) for the Study on Enhancement of Info-Communications Access in Rural Communities in Malaysia, to all the committee members. All SC members confirmed their acceptance of IC/R.

Appendix C: Major Responsibilities of Counterparts

For the efficient conduct of the Study by means of the collaboration between the JICA Study Team (Team) and the Malaysian side, counterpart personnel (C/P) will be assigned during the Study period. Ministry of Energy, Communications and Multimedia (MECM) who should assume the responsibility of the principal counterpart and coordinating organization will assign 1 Chief C/P and 4 Vice Chief C/P and 2 C/P from the Ministry. Other members of SC/WG will assign 1 liaison officer each. Ministries/organizations that assign liaison officer are specified as follows..

- Economic Planning Unit
- Ministry of Education
- Ministry of Rural Development
- Department of Statistics
- National Institute of Public Administration (INTAN)
- POS Malaysia
- Telekom Malaysia

In addition, 3 RIC committees at model project sites will work as sub-counterparts and assist the Team for implementation of the model projects.

Way of working and responsibilities of the counterpart personnel are given hereinunder.

1. Way of Working

Counterpart group of MECM comprising 7 officials will provide continuous support to the Team during the work periods in Malaysia as well as these in Japan. Liaison officers from other member Ministries/organizations of SC/WG will assist the Team mainly during the work periods in Malaysia.

2. Responsibilities

1) Chief C/P

- Besides working as the Chief C/P, assume the responsibility of the leader of the Working Group.

- Make arrangement for holding the Steering Committee (SC) meetings and Working Group meetings.
- Make coordination with the organizations concerned with the Study including the member organizations of SC/WG as well as the State and District Governments.
- Arrange meetings between the Team and organizations concerned with the Study and request for the provision of the related data/information upon the request of the Team.

2) 4 Vice Chief C/P

- Assist the Chief C/P
- Act as deputy of the Chief C/P in her absence.

3) 2 C/P of MECM

- Assist the Team in daily works, including making interviews, data collection, site visit, etc.
- Visit and stay in the model project sites together with the Team and assist the Team during the preparation and implementation stages of the model projects, including the execution of the communication experiments and holding workshops.

4) Liaison officer from other member Ministries/organizations

- Play the role of "liaison officer" with the Team and assist the Team upon the request of the Team or MECM C/P.
- Arrange meetings with the officials of the Ministry/organization and assist the collection of the relevant data, which belong to the Ministry/organization.

5) Sub C/P

- Assist the Team during the course of the Study.
- In particular, assist and work together with the Team for their supportive works for the model projects.
- Receive technology transfer with regard to the RIC operation and management.

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Appendix D: Facility and Service to be Provided by Malaysian Side

1. Provision of offices with necessary office equipment and clerical service

The following offices and facility will be provided by the Malaysian side.

1) Office in Kuala Lumpur

- One room with about 50 m² of space
- Ten desks/chairs, one large-size bookshelf for storing the collected materials. one cabinet for clothes.
- Two telephone lines, one for telephone/fax and one for internet.
- One photocopy machine which can copy up to A3 size which is currently being used by MECM will be shared with the JICA Study Team for use.

2) Office in model project sites

- One office each for the 3 model project site with about 30 m² of space.
- Six desks/chairs, one bookshelf for storing the collected materials.
- One telephone line.
- One photocopy machine each for the 3 model project sites which can copy up to A3 size.

2. Bearing of the Costs

1) Costs to be incurred to carry out the undertakings stipulated in Item 1

All the costs to be incurred to carry out the undertakings stipulated in Item 1 above, shall be borne by the Malaysian side, namely by the Ministry of Energy, Communications and Multimedia.

2) Expenses of counterparts

All the expenses to be incurred in order to fulfill the task of counterpart, shall be borne by the Malaysian side, including the traveling, per diem and accommodation costs of the counterparts to be incurred for the implementation of the model projects.

Minutes of Meeting No.2 (Selection of Model Projects)
For
The Study on Enhancement of Info-Communications Access in Rural Communities
In Malaysia

March 7, 2002

Kuala Lumpur



Dato' Dr. Halim Shafie
Chairman of Steering Committee
Secretary General,
Ministry of Energy, Communications and Multimedia



Mr. Masatoshi Akagawa
Team Leader,
JICA Study Team

In accordance with the Scope of Work and Minutes of Meetings for the Study on Enhancement of Info-Communications Access in Rural Communities in Malaysia (the Study), 3 model projects have been selected and agreed between the Malaysian side and Japanese side (both sides). The issues confirmed and agreed between the both sides with regard to the model projects are given hereunder.

1. Principles for Selecting Communication Infra for Model RIC

Communication infrastructure for the RIC should be selected considering the followings.

- Communication infrastructure should be selected not only for serving RIC but also the demand in the surrounding areas.
- Decision should be in line with the policy of MECM/Telekom Malaysia (TM). Task of the Team is to check the reliability and speed of the infrastructure for internet access which will be carried out during the implementation period of the model projects.
- Communication infrastructure should not be specially designed one for model RIC but it should be standard infra applicable for the RIC to be set up in the coming years.
- Consequently, communication infrastructures such as optical fiber, ISDN, leased lines which are costly will not be considered.
- Namely in principle copper lines and possibly CDMA will be considered depending on the progress of the upgrading plan of TM/MECM for data communication.
- MECM has requested that possibility of adopting V-Sat as trunk communication media to the model project in Sabah should also be considered on the ground that some areas in the country may be using satellite as communication media in the future.

Study Team replied that in order to use V-Sat for RIC, detailed study is essentially needed including selection and designing as well as the cost estimation of the interface between V-Sat and wireless router. V-Sat line charge which is relatively high compared with other communication media should also be considered. Whether or not V-Sat should be included among the possible communication media, therefore, can not be judged at this stage.

Study Team replied that the MECM's request would be conveyed to JICA Headquarters.

2. CDMA Application and Testing

CDMA may be adopted as communication infrastructure between TM centre and RIC for Sarawak model project if the following conditions are met.

- i) Currently CDMA is used only for voice but TM, Sarawak has a plan

- to upgrade 5 CDMA systems out of 15 to the data communication level of 56 kbps capacity in Sarawak in the near future. In order to adopt CDMA for RIC model project in Bau, upgrading of BAU system must be confirmed by MECM/TM by the end of March, 2002.
- ii) Actual upgrading should be completed by the end of May, 2002. Namely, before the beginning of the 2nd Study in Malaysia when Interim Model Project Plan will be formulated and agreed between both sides.
- iii) MECM/TM, Sarawak should test and prove that CDMA data communication system can cover the model RIC site in Bau district in Sarawak after the completion of the upgrading of Bau CDMA system before the end of May, 2002.

If all of the above conditions are satisfied, CDMA will be applied to the model RIC in Sarawak. If not, copper lines should be installed for the model RIC in Sarawak.

3. Model RIC to be Set Up in a Place Other than Post Office

- Basic concept of RIC is to set up in post offices because:
 - i) More than 680 post offices are located and operated in the rural /sub-urban areas in Malaysia.
 - ii) Many rural community people, young, old, men, women, visit post offices for sending post mails, paying utility charges, etc.
 - iii) Regardless which village, people live in, they can feel free to enter the post office. Namely, it is a neutral place for village people.
 - iv) Communication lines are already installed in post offices which means the TM network is already covering the area and installation of additional lines may be easy and would not take time.
 - v) Computerization of the post offices started some years ago and post office staff are capable of operating PC.
 - vi) Post offices are under POS Malaysia which is under MECM that is the executing body for the Rural Internet Desa project.

- However, Post Office-based RIC has several constraints including:
 - i) Time constraint: Post offices are open from 8 am to 5 pm from Monday through Saturday and closed on Sundays.
 - ii) Personnel constraint: Number of postman and clerks who should supervise the use of PC/internet for RIC, in one post office is limited.
 - iii) Space constraints: Space is limited and only up to 2 PC can be placed.

MECM is, therefore, keen to try a new concept of RIC to be

located outside of the post offices.

- In order to examine the feasibility/practicability of the new concept, trial will be carried out for one of the model projects.
- RIC Committee chaired by District Officer of Kota Marudu district with the attendance of a staff of Kota Kinabalu Post Office on behalf of POS Malaysia, Sabah and TM, Sabah, agreed with setting up of a RIC in Kota Marudu post office on February 26, 2002.
- On March 1, 2002, RIC Committee chaired by an Assistant District Officer on behalf of the District Officer with the attendance of the representative Sarawak ICT Unit, Post Master of Bau post office agreed to set up a RIC in Civic Center which belongs to the Sarawak State Government and managed by the State.
- Accordingly, new concept will be tried in new Bau RIC in Sarawak.

4. LAN Experiment

- LAN experiment will be carried out using wireless routers to connect the RIC with some neighboring buildings, in particular public buildings.
- LAN experiment as the first trial to expand the capacity of RIC, will be carried out in post office-based model project, i.e., either Sg. Air Tawar or Kota Marudu. New RIC to be located in the Civic Centre in Bau town will have adequate space to accommodate more than 5 PC and LAN is considered to be not needed.
- MECM, however, has made request to the Study Team to look into the possibility of carrying out the experiment for both of the post office-based model projects. The Study Team expressed that it will convey this matter to JICA for consideration.
- Model project(s) for LAN experiment will be selected by the early part of the Second Study in Malaysia.
- Number of terminal stations/buildings to be connected with RIC will be one or two, depending on the availability of public buildings to place PC which will be connected with RIC through wireless routers.
- As stipulated in M/M No. 1, LAN will be kept in operation as an integral part of the RIC system, if the experiment is successful and Malaysian side/MECM so request and the Team/JICA agree.

5. Relay Experiment

- Relay experiment by means of wireless routers will be carried out in one of the 3 model project sites, depending on the availability of public buildings for the base and relay station.
- Model project site for relay experiment may or may not be the same as the one for LAN experiment.
- For relay experiment, a building with a wireless router will be the base and RIC will be the terminal with one building with a wireless router

as relay station as shown in Appendix A.

- Relay trial will be carried out as an experiment to check the reliability and speed of wireless routers and the related facility including wireless routers will be removed after the completion of the experiment in case.

6. Expansion of Post Offices

- MECM expressed her concern on the size of space available in the post office and will look into the possibility of the expansion of the post offices in the 2 model project sites.
- JICA Study Team replied that the intention will be conveyed to JICA Headquarters.

7. Model Project Site for Selangor

The existing RIC at Sg. Air Tawar has been agreed between the Malaysian and Japanese sides to be one of the model projects for which JICA Study will be carried out.

8. Model Project Site for Sarawak

Establishment of a RIC model project in Bau district in Sarawak was recommended by MECM. In Bau district, establishment of a new RIC in the Civic Centre (CC) in Bau town was supported by the RIC Committee held on March 1, 2002 with the attendance of MECM representative and Sarawak ICT Unit who agreed with the consensus of the meeting. JICA Study Team also agreed with the idea. Major reasons of the selection are as follows.

9. Model Project Site for Sabah

Establishment of a RIC model project in the post office of Kota Marudu town of Kota Marudu district in Sabah recommended by MECM. Tentative RIC Committee held on February 26, 2002 chaired by the District Officer of Kota Marudu district with the attendance of a staff of Kota Kinabalu Post Office on behalf of POS Malaysia, Sabah, Telekom Malaysia Sabah and representative of MECM, all supported the idea mainly due to the reason that every village resident has access and feels free to use the RIC facility because of the characteristics of the post office. JICA Study Team who attended the meeting also agreed with the idea after checking the condition of the post office as well as the neighboring public buildings near-by.

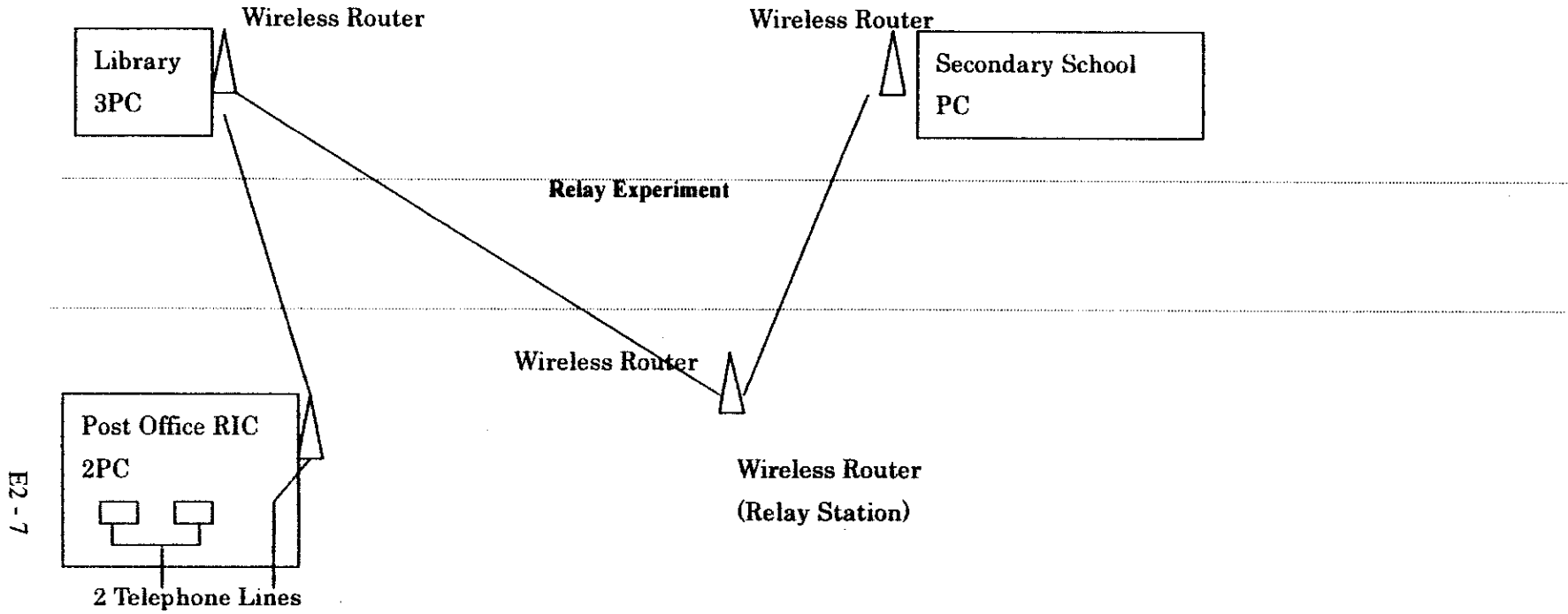
10. Counterpart Training

- One counterpart will be invited by JICA for training in Japan.
- MECM expressed her intention to send an additional counterpart for joining the same training program. All the costs to be incurred for the training of the additional counterpart including air fare,

accommodation cost and per diem will be borne by the Government of Malaysia.

- JICA Study Team replied the intention will be conveyed to JICA Headquarters.

Appendix A Illustration of an Example of Relay Experiment



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Appendix B Comparison between Civic Centre and Post Office for RIC

<i>Criteria</i>	<i>Level</i>	<i>Relative to Post Office</i>
i) Provision of additional telephone lines	<ul style="list-style-type: none"> ● Excellent. ● As many lines as needed can be provided. 	● Same
ii) Transport access by rural people	<ul style="list-style-type: none"> ● Excellent. ● Bus service is available and CC has spacious parking place. 	● Same
iii) Neutrality	<ul style="list-style-type: none"> ● Excellent ● CC being State property, people in every village feel free to use RIC in CC. 	● Same
iv) Time for use	<ul style="list-style-type: none"> ● Arrangement could be made so that people can use RIC longer than post office-based RIC. ● RIC could be open on Sundays. 	● Much better
v) Supervising person	<ul style="list-style-type: none"> ● Manager will be responsible for all the activities including RIC activities. ● 24 hours security guard is working for CC. ● Supervisor for RIC might be assigned for RIC by State Government. 	● Can be much better
vi) Space and building condition	<ul style="list-style-type: none"> ● Old gym room of around 40 m² will be converted to RIC. Five to ten 	● Much better

		<ul style="list-style-type: none"> ● PC can be placed. ● Already renovation and its cost has been allocated. If RIC is not established, the room will be used as computer room. 	
vii) IT trainers		<ul style="list-style-type: none"> ● Several primary and secondary schools are in Bau town of which a primary school and a Chinese middle school are located within 50 m to 100m. ● Teachers would be IT trainers for RIC. 	● Same
viii) Active people for RIC management		<ul style="list-style-type: none"> ● Being in Bau town, RIC Committee members can cooperate closely. ● Primary and secondary school teachers would actively involve the RIC activities. 	● Same
ix) Potential users		<ul style="list-style-type: none"> ● Village people often come to the town and sometimes visit CC. Village people and school students and teachers will be users. 	● Same

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